

WASEL EXCHANGE SAOC, HEAD OFFICE

CONSUMER PROTECTION PROGRAM

We are committed to serve you to your satisfaction and make your experience of patronizing our services an enjoyable one. However, should you feel that our services need improvement or wish to lodge your feedback/complaint, we welcome your valuable suggestions and feedback. Our endeavour shall be to convert your complaint into a compliment.

In case of any complaint about our service or product, the matter may be brought to the notice of the concerned Branch Head for its immediate redressal. Kindly obtain the feedback/complaint form from the branch or you may download from our public domain website and submit it against acknowledgement to the branch or send it through email.

In case of non redressal, you may contact the following officials.

Escalation Level 1

Mr. Martin George,
IT in Charge
Wasel Exchange,
Head Office,
3rd Floor, OIFC Building,
MBD Area, Ruwi,
Muscat.
Phone : + 968 24813178
/ +968 91297035

Mr. Vimal . A.G
Compliance Officer
Wasel Exchange,
Head Office,
3rd Floor, OIFC Building,
MBD Area, Ruwi,
Muscat
Phone : + 968 24813178
+ 968 93364175

Escalation Level 2

Mr. K.P. Sasidharan,
General Manager.
Wasel Exchange,
Head Office,
3rd Floor, OIFC Building,
MBD Area, Ruwi,
Muscat.
Phone : + 968 24812654
/ +968 91407046

Mr. Ali Zahran Al Jahwari
HR & Admin Manager
Wasel Exchange,
Head Office,
3rd Floor, OIFC Building,
MBD Area, Ruwi,
Muscat
Phone : + 968 28815595
+ 968 99104056

**WASEL EXCHANGE
FORMAT FOR LODGING COMPLAINT**

	Particulars	Details
1.	Name of the complainant	
2.	Full Address of the Complainant	
3.	Complaint against (Name and Address of the person / Branch)	
4.	Particulars of Transaction	Type of Transaction Date of Transaction Amount
5.	Channel (Tick the relevant channel)	Bank Western Union Transfast Moneygram Instant Cash Xpress Money
6.	Brief description of the complaint	
7.	Signature and Date	